Delta State University  
Annual Report for the  
2002 Calendar Year

I. **Department**: Computer Information Systems  
   **College**: Business  
   **Unit Administrator**: John P. Quon, Interim Chair

II. **Data and Information for Computer Information Systems**:

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F. Grade Distribution

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<td>C</td>
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<td>18%</td>
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<tr>
<td>D</td>
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<tr>
<td>F</td>
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</tr>
<tr>
<td>I</td>
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</tr>
<tr>
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<td>N/A</td>
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<tr>
<td></td>
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G. DSU Writing Proficiency Exam Results

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<td>% 46%</td>
<td>% 14%</td>
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H. Follow-up of Computer Information System Graduates

- The Division maintains a computerized alumni database, which has grown to approximately 800 records.
- All CIS alumni were sent a written invitation to homecoming.

I. Other

**Student Relations**

CIS faculty works with students and employers to place students in suitable employment. The Department works closely with the Career Services and Placement office to insure students are informed of open positions, and their résumés are listed with Career Connections.

The Department sponsors the Association of Information Technology Professionals (AITP), a student professional organization.

**Professional Community Relations**
The Department had formed a Computer Information Systems Advisory Board that provided input on the CIS program. The Board will continue to meet to evaluate the department’s curriculum and offer advice on the department’s programs as need dictates.

The department continues to work with area employers to locate suitable employees, both full-time and part-time.

The Department developed a CIS homepage that facilitates communication with and networking among alumni and provides a recruiting tool for potential students.

Faculty continues to assist local businesses in solving their computer problems.

III. Personnel:

The Computer Information Systems Department has six full time faculty members (one with a doctorate).

A. Faculty Activities for 2002

- Dr. Darry Hardy, Coordinator of the CIS programs, develops and maintains the Department’s web site. He serves on an University committee. Hardy directed two computer workshops for local public schools. He directed a local tennis tournament.

- Mr. Jim Gray made enhancements to XML component for use in classes. He attended one conference and served on the College of Business Dean Search Committee.

- Ms. Lynn Byrd completed prerequisite courses for application to doctoral studies. She is now enrolled in online course for the doctorate. She attended one conference and conducted two workshops for local public schools. Byrd serves on two committees, one of which she chairs.

- Ms. Vicki Webster is completing her last doctoral course at Mississippi State. She serves on one committee.

- Mr. Claude Hale serves on one committee.

- Ms. Lee McKinley incorporated the WebCT tools in classes. She attended two conferences and selected “DSU Technology Champions”. She is the faculty advisor to the student chapter of AITP and serves on two standing University committees. Active in the community, McKinley is an officer of Junior auxiliary and a board member of “Team Cleveland”, Chamber of Commerce.
The Department continues to work in the IBM AS400 Educational Partnership Program.

B. New Positions Requested:

None at this time.

C. Changes of Status

Mr. Claude Hale is retiring in Spring 2003.
Mr. Eckward McKnight, Jr. will fill the position.

IV. Degree Program Additions/Deletions

None

V. Department Goals for 2003

Goal 1: Enhance educational experiences at all levels by providing student internships and other career-development opportunities and by encouraging student research and other creative work.

Institutional Goals: #1, #7, #8, #15; College of Business Goals #3, #6

Expected Results: Establishing and/or maintaining successful internship programs for CIS programs will be difficult because of corporate downsizing trends.

Assessment Procedures: Student performance in internship and externships positions for CIS majors

Actual Results: Because of a high demand for AS/400 programmers and other computing professionals, corporations in Memphis, Nashville, and Jackson have approached us to establish CIS internships. We are currently unable to meet the demand because of logistical problems involving distance, etc.

Use of Results: The Department will continue to work with corporations in Memphis, Nashville, and Jackson concerning innovative ways to structure internships in order to avoid the logistical problems. The Department will continue to seek potential part-time programming opportunities for CIS majors and work to establish part-time internships locally.
Goal 2: To improve computer literacy for all students by facilitating the use of appropriate hardware and software packages in courses throughout the curriculum.

Institutional Goals: #1, #6, #8; College of Business Goals #3, #4

Expected Results: The CIS faculty will continue to introduce students to new technology in service courses. The CIS faculty will work with teachers from other disciplines as requested/required to provide students with quality educational experiences with computing technology for both in-class and out-of-class settings.

Assessment Procedures: Student computing capability was evaluated through hands-on class projects. Faculty who took workshops completed evaluation forms. Results were analyzed.

Actual Results: CIS faculty members teaching service courses have encouraged all students to obtain computer accounts for Internet access by incorporating special projects into their courses. CIS faculty worked with College of Education faculty and administrators to obtain funding and design training for DSU School of Education faculty and students. College of Education faculty and students who took workshops gave very favorable evaluations.

Use of Results: CIS faculty will provide training sessions for College of Education and other DSU faculty in 2003. CIS faculty, working with Delta Technology Partners, will additionally focus to provide training in integrating technology and curriculum.

Goal 3: To accommodate non-traditional students and the general public by offering a comprehensive program of continuing education, including off-campus classes, independent-study courses by correspondence, non-credit courses, conferences, and workshops.

Institutional Goals: #1, #3, #5, #7, #13; College of Business Goals #3, #6, #7

Expected Results: The Division will present offerings to accommodate non-traditional students and the general public. These offerings will include night and other once-per-week classes of its on-campus courses which will constitute at least 20% of its total offerings.

Assessment Procedures: Records of night classes, other once-per-week classes, and workshops were maintained. Student evaluations, consisting of six objective and three open-ended questions, were conducted in all
workshops. Data gathered from these evaluations were analyzed. Telephone requests and written requests for specific workshops were analyzed.

**Actual Results:** The Division offered 6 night and once-per-week classes in Spring 2002 and 7 night and once-per-week classes in Fall 2002, constituting 20 percent of its total for-credit offerings.

**Use of Results:** Based on additional demand from participants of the Workforce Investment Act (WIA), additional night offerings are considered.

**Goal 4:** CIS graduates will demonstrate professionalism in their field.

**Institutional Goals:** #1, #7, #9, #10; College of Business Goals 3, 6

**Expected Results:** CIS students will join and actively participate in a discipline-related professional organizations, such as Association of Information Technology Professionals (AITP).

**Assessment Procedures:** Analysis of student organization membership data and analysis of student organization community-service activities demonstrated effectiveness in participating in local, state, and national meetings/competitive events.

**Actual Results:** AITP is currently meeting. Several students are members.

**Use of Results:** Membership and participation is what the department desires. Additional efforts will be made to increase participation in the organization.

**Goal 5:** CIS faculty will demonstrate professionalism in their field.

**Institutional Goals:** #2, #3, #7, #8; College of Business Goals #1, #2, #6, #7, #8

**Expected Results:** Faculty members will join and actively participate in a discipline-related professional organization(s). Faculty members will attend state and national conferences. Faculty members will promote Delta State University.

**Assessment Procedures:** Faculty members will submit a copy of the conference program and a summary of workshops attended. Faculty members will propose organization meetings on DSU campus in order to gain exposure for the university.
**Actual Results:** Faculty members are currently promoting DSU by attending professional meetings. One faculty member will be sent to a conference to present a paper in 2003.

**Use of Results:** Faculty members are better prepared to relate to employers and to teach current techniques.

**Goal 6:** Provide a sufficient number of qualified faculty members to adequately support maintenance of program accreditations and to provide appropriate curricula for CIS and other business students.

**Institutional Goals:** #1, #2, #3, #4; College of Business Goals #1, #2, #3

**Expected Results:** Within budgetary constraints, CIS faculty members will have appropriate degrees, certifications, and licenses in sufficient percentages to meet accreditation standards. There will be enough faculty members with appropriate expertise to meet the changing demands of information technology.

**Assessment Procedures:** Evaluating degrees, certifications, and license attained. Assessing demand for new faculty or new expertise based upon analysis of information technology developments.

**Actual Results:** Lynn Byrd and Vicki Webster continued their Ph.D. programs.

**Use of Results:** Progress is being made in attaining qualified faculty and in upgrading current faculty’s skills.

**Goal 7:** Ensure that all instructors in CIS classes incorporate appropriate use of technology and communication skills.

**Institutional Goals:** #1, #6; College of Business Goals #3, #4

**Expected Results:**
- All division classrooms will continue to be equipped with a computer, Internet access, a computer projection device, and other audio-visual equipment as needed.
- All division classes will use the technology provided as appropriate.

**Assessment Procedures:**
- Evaluating technology use documented in syllabi
- Evaluating classroom observations conducted by chair
- Evaluating both formal and informal feedback from students
Actual Results: Classrooms contained appropriate equipment.

Use of Results: Use of technology was appropriate for courses being taught.

Goal 8: Continue to maintain an alumni database for CIS graduates.

Institutional Goals: #1, #7, #14, #15; Business Goals #3, #11

Expected Results:
- Existing alumni database will continue to be maintained and updated with an Internet interface added.
- Letters and/or e-mail communications will be mailed to alumni at least once per year.

Assessment Procedures: Assessing percentage of alumni records active in the database

Actual Results: The percentage of alumni records continues to increase.

Use of Results: Additional efforts will be made to locate CIS alumni.

Goal 9: Maintain a comprehensive program of student advisement to increase student retention and graduation rates, including issuing up-to-date “advisement hints” to advisors and students and providing orientation for new advisors.

Institutional Goals: #10, College of Business Goals #3, #5

Expected Results:
- A file documenting advisement will be maintained for each student.
- Advisement hints will be revised and re-published each semester.
- Chair will ensure completion of computerized applications for degree beginning in the students’ junior year.

Assessment Procedures:
- Analyzing problems which result in untimely graduation
- Analyzing feedback from students

Actual Results: There were no problems with graduating seniors during 2002. Students feel they are being advised properly and adequately.

Use of Results: Additional efforts will be made to continue to properly advise students.
Goal 10: Provide and maintain appropriate curricula to prepare CIS students for professional careers with area employers. Attainment of this goal will be measured by assessing student outcomes as indicated below.

Institutional Goals: #1; College of Business Goal #3

Expected Results: Employers will seek DSU graduates.

Assessment Procedures: Students will be sought after by employers. Employers will call DSU and seek to hire graduates.

Actual Results: The demand for students continues to exceed the supply of graduates.

Use of Results: Recruiting efforts will be increased.

Goal 11: Provide appropriate training for faculty to keep them up to date on latest information technology issues and techniques.

Institutional Goals: #1, College of Business Goal #3

Expected Results: At least one faculty member will attend training to improve their skills.

Assessment Procedures: No progress was made during 2001. However, 2 faculty have been scheduled to attend a one week workshop during the summer of 2002.
VI. Student Outcomes

Major: Computer Information Systems  Degree: Bachelor of Business Administration.

Student Outcome 1: Each graduate of CIS will demonstrate the skills needed to use industry-standard productivity software, including a DBMS, a word processor, a spreadsheet with graphics, and an electronic presentation/multimedia program.

Expected Results: Each graduate will prepare a portfolio which demonstrates proficiency in use of word processing, spreadsheet, database management system, and multimedia software.

Assessment Procedures:
- Evaluation of the student’s portfolios developed in CIS 450 and CIS 451 for Programmer/Analysts
- Evaluation of the student’s portfolios developed in CIS 335 and CIS 455 for Software Specialists

Actual Results: All students who graduated successfully completed a portfolio.

Use of Results: We will continue to stress the development of student portfolios.

Student Outcome 2: CIS Programmer/Analyst graduates will earn professional certification in their field.

Expected Results: CIS Programmer/Analyst students who sit for the Associate Computer Programmer Examination (ACP) will successfully earn ACP certification from the Institute for Certification of Computer Professionals (ICC).

Assessment Procedures: Analysis of scores on the ACP Core and Specialty exams

Actual Results: In 2002, we were unable to arrange a sitting for the ACP for our students. The cost to the students prohibited our requiring it, and we were unable to get enough volunteers.

Use of Results: We are unable to find an appropriate and affordable nationally normed exam for CIS IT students; therefore we recommend the following new student outcome.

Student Outcome 3: CIS Programmer/Analyst Track graduates will find employment in their field.
Expected Results: It is anticipated that at least 85% of the CIS
programmer/analyst graduates, with 2.5 GPA or above will have found
employment in the field within six months of graduation. A 2.5 GPA is one
standard deviation below the new GPA for all DSU graduates.

Assessment Procedures: The Division will conduct informal surveys of CIS
Programmer/Analyst students, graduates, and employers to determine their
perceptions of the program quality and content, as well as to determine the
employment rate of CIS Programmer/Analyst graduates. This assessment will
be conducted periodically. The first year will be 2002.

Actual Results: Most CIS graduates are finding employment in their field.

Use of Results: Because most CIS graduates are finding employment in the
CIS field, no additional modifications of the program are planned at this time.
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